



Kevin Piombo – Service Manager

CA.mail

Service Description

- Common messaging platform
- Outlook Web Access
- Shared global address list
- Shared Calendars
- Hardware Redundancy
- Exchange Customer Tool
- Mobile Devices
- Anti-spam
- Anti-virus
- Admin Tools

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Current Service Size

■ Mailboxes	21,000
■ Storage	2.1 TB
■ Customers	23
■ Messages Sent/Received	15 million monthly
■ Spam Filtered	12 million monthly

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Existing Customers

Alcoholic Beverage Control
Alcoholic Beverage Control Appeals Board
Air Resources Board
Business, Transportation & Housing
Calfed Bay-Delta Program
California Enterprise Architecture Program
California Film Commission
California Workforce Investment Board
Child Welfare Services/Case Management System
Dept of Developmental Services
Dept of Social Services
Dept of Technology Services

Employment Development Department
Electronic Services
Office of Administrative Law
Office of Chief Information Officer
Office of Homeland Security
Office of Security and Privacy Protection
Office Of Systems Integration
Office of Traffic Safety
Placer County Dept of Child Support Services
State Council on Developmental Disabilities
State and Consumer Services Agency

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DTS Responsibilities

- **Design/Setup/Support Of Infrastructure**
- **Server hardware and software support**
- **Server hardware and software licensing**
- **Active Directory System monitoring**
- **System security**
- **Statewide and DTS internal network**
- **Notifications**
- **Monthly Report**

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Customer Responsibilities

- **Desktop/Outlook support**
- **Client licenses**
- **Mobile device support**
- **Customer firewalls**
- **Internal customer network**

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Shared Responsibilities

- **Authentication**
- **Mobile Device Activation**
- **Connectivity**
- **Customer Transitions**
- **Version Upgrades**
- **Training**

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The Future

- Exchange 2007
- Architecture
- Authentication Active Directory
- Windows Mobile
- SLAs
- Site Redundancy
- SMTP Gateway (E-Hub)
- Encryption
- E-Discovery
- Archiving
- E-Fax
- Collaboration

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Financial Management

- Current Rates
- Rates For Enhancements
- Customer Transitions

CA.mail Challenges

- **Statewide Policies**
- **Criticality Of Email - Availability**
- **Change Management**
- **Shared Service**
- **Cost – TCO**
- **Multiple email systems**
- **Email dependent applications**

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Transitions

- Decision
- Preparation
- Transition

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Transition Decision

- Technical Assessment
- Authentication
- Transition Approach
- Standards and Policies
- Costs

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Transition Preparation

- Project Team
- Training
- Communication
- Network Connectivity
- Pilot
- Begin Transition

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Customers Exploring

<u>Department</u>	<u>Mailboxes</u>	<u>Application</u>
Caltrans	22,000	Lotus Notes
Consumer Affairs	2,500	Lotus Notes
General Services	4,500	Exchange 2003
Board of Chiropractic Examiners	13	Exchange 2003
Expositions and Parks	32	Exchange
Mental Health	5,000	Groupwise
Developmental Services	3,500	Lotus Notes
Public Health	5,000	Exchange 2003
Corrections and Rehabilitation	23,000	Exchange 2003
State Lands Commission	225	Groupwise
Justice	6,200	Groupwise
Board of Accountancy	120	Lotus Notes
Victims Compensation	400	Exchange

CA.mail Questions

Additional Questions:

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or

<https://www.eservices.ca.gov>